

W-03443A-11-0040

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Sheila StoellerPhone: 602-542-4143

APR 27 A 9: 24

Fax:Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION

DOCKET CONTROL

Opinion No. 2011 - 94838Date: 4/26/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Darrell T.

Kucera

Account Name: Darrell T. KuceraHome: [REDACTED]Street: [REDACTED]Work: [REDACTED]City: Chino ValleyCBR: [REDACTED]State: AZ Zip: 86323is: E-MailUtility Company: Appaloosa Water CompanyDivision: Water

DOCKETED

Contact Name: Joe Cordovana

APR 27 2011

Contact Phone: [REDACTED]Nature of Complaint:

rec'd in office 4/21:

DOCKETED BY

We sent Sheila a letter on 3/22/2011 with a copy to Appaloosa Water and have not received a response from either of them.

We now see that Appaloosa is asking for an increase in our rate. This is unreal. We have been charged an arsenic surcharge since 7/2009 and the level has yet to meet the standards set by law. If existing water meters need to be replaced after only a few years they should reduce the size of the meters tha are now 3/4" since according to our CC&Rs we can not have livestock, commercial business or anything that would require such a meter. We are paying a higher rate than most of the subdivision for something that is not necessary and of no value to us the consumer. This is costing us a high premium for an unusable service.

If the original owners were making money and the current owner is not why is he increasing his salary in a depressed market? It seems he is borrowing and paying himself to the detriment of the water company.

We should not be paying his postage to promote all his other business ventures.

If the current water supply does not meet fire flow it probably has meet the necessary supply since before he purchased the company since the two phases haven't grown since then. A couple years ago we asked the employees of the fire department about if the fire hydrants are test every year since we have never seen them and they laughed at us because they said we would have to have a tanker come out if we have a fire.

We don't think the Water Company should or can service the needs of any other facilities.

We just had a large raise in our rates last year and find that with minimal use (we're not there for 6 months of the year) our service is costing us over \$50.00 a month.

How can this company continue to run with such a terrible accounting system. The only way to contact them is

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by mail or phone. In this age we should be able to obtain and review our bills online. They need to be accountable. Every fee charged should be identified (late fee, interest, etc.)

There should be no excuse or increase for poor performance.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/26: OPINION DOCKETED in Docket # W-003443A-11-0040

****CLOSED****

End of Comments

Date Completed: 4/26/2011

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